

City of Royal Oak **NETWORK COMMUNICATIONS SPECIALIST** Employment Opportunity

Salary Range: \$ 41,288.00 - \$ 60,942.96

Note: For pay purposes, the classification of NETWORK COMMUNICATIONS SPECIALIST is divided into three levels: I, II, III. Placement and promotion within these levels is dependent upon the level of experience, training, qualifications, responsibility, job performance and length of service.

Apply: The Human Resources Department must receive a completed City of Royal Oak application **no later than 4:00 p.m., Thursday, January 2, 2014**, in person or by mail at:
211 Williams Street, Box 64, Royal Oak, MI 48068. Visit www.romi.gov/jobs to download application materials.

A NETWORK COMMUNICATIONS SPECIALIST, upon application, shall have the following training and experience:

- Required:**
- Graduation from a recognized college or university with a Bachelor's degree, specializing in network communications systems and voice technology, or a directly related field; and a minimum of 3 years of experience in the network communications field, specializing in voice technology.
 - A valid Michigan motor vehicle operator's license with good driving record, as travel is required to and from remote building locations.

GENERAL STATEMENT OF DUTIES: A **NETWORK COMMUNICATIONS SPECIALIST** performs a variety of technical and professional assignments of varying difficulty pertaining to the PBX and LAN/WAN systems and switching technology. This position reports directly to the Manager of Information Systems. Duties will usually consist of routine network communications tasks and trouble shooting performed in accordance with departmental rules and regulations. The work may involve specific instructions given by the department head when specific problems arise, although the Network Communications Specialist is required to exercise independent discretion when faced with critical conditions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following is intended to indicate the types of duties and responsibilities requested of the employee assigned this title. It is not intended to be an exhaustive list of all the duties and responsibilities that may be required.

Responsible for all voice and data communications in a multi-office PBX network with multiple fiber, T-1, and WAN connected remote sites.

Responsible for performing business process/problem analysis, defining technical solutions, testing and trouble-shooting, coordinating repair/replacement service, site changes and administration of the PBX and optimization of the network design.

Maintain, renew and negotiate contracts for service and support, including rates and tariffs analysis, local and long distance carriers, and all telecommunication related services for the City of Royal Oak.

Install, configure and troubleshoot digital and analog telephones, smart/cell phones, voice mail security systems, faxes, copiers, modems, computers, printers, etc.

Responsible for internal configuration of all MAC updates (moves, adds, and changes). This is a daily requirement.

Insure that all appropriate redundancy plans and equipment are tested on a regular basis.

Work to improve work processes and prepare presentations, reports, and project management activities.

Provide support and training for resolving telecommunication related user specific questions.

Coordinates activities with telecommunication vendors regarding all voice and data communications, and internal TCP/IP based networking systems.

Provide backup support to policy procedures regarding data and phone issues.

Provide overall backup support to network administration issues.

Provide backup support and work related to web development and interface issues regarding multi-departmental internet and intranet web projects.

Provide systems testing reports, call reporting statistics, departmental calling detail reports on demand.

Perform remote diagnostics, performance and traffic analysis on all voice and data switches at all locations.

Perform other work and duties as required.

QUALIFICATIONS FOR EMPLOYMENT:

Proficiency in all areas of voice communication, including PBX, VOIP, key system design, Uniform Dialing, ISDN Primary

Rate Interface circuits and configuration of multiple networked locations.

Knowledge of Windows operating systems and telecommunication software.

Knowledge of telephony system configuration, VOIP, ISDN Basic Rate Interface - based applications & video conferencing.

Knowledge of AIMWORX, AVT, HP, Cisco, Dell, NEC, Panasonic, and network switches and routers.

Project management, implementation and technical assessment capability.

Ability to handle multiple complex assignments concurrently without loss of effectiveness.

Ability to provide comprehensive analysis of billing reports.

Ability to work harmoniously and effectively in a team environment; demonstrated leadership abilities.

Skill in analyzing network communications equipment problems.

Good oral and written communication skills.